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Bar Charts for Healthy Options General Child Population

1-26

Getting Needed Care Getting Care Quickly

How Well Doctors Communicate Courteous and Helpful Office Staff

Customer Service

Overall Satisfaction Ratings

Bar Charts for Healthy Options Children with Chronic Conditions Population

27-74

Getting Needed Care Getting Care Quickly

How Well Doctors Communicate Courteous and Helpful Office Staff

Customer Service

Overall Satisfaction Ratings

Access to Prescription Medicines Access to Specialized Services

Family Centered Care: Getting Needed Information

Family Centered Care: Personal Doctor or Nurse Who Knows Child

Family Centered Care: Shared Decision Making

Coordination of Care

Bar Charts for State Children's Health Insurance Program (SCHIP)

75-80

Getting Needed Care Getting Care Quickly

How Well Doctors Communicate Courteous and Helpful Office Staff

Customer Service

Overall Satisfaction Ratings

2004 Washington CAHPS® Survey.